



Consumer Services Department



FISCAL YEAR 2006
Statistical D A T A



For FY2006 the Consumer Services Department handled:

Complaints - 8,834
Inquiries - 2,068
Public Comments - 1,279
Total - 12,201

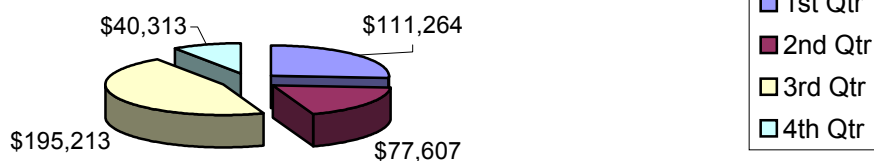
Monthly Average - 1,017

Complaints/Inquires by Utility Type in descending order:

Gas - 3,769
Telephone - 3,738
Electric - 2,671
Water - 621
Sewer - 103
Non-jurisdictional - 1,299

The Consumer Services Department Saved Consumers=\$424,397

Consumer Savings for FY2006



FY 06—Top Ten Complaint Issues

- Gas
 - Estimated Billing
 - High Cost of Gas
 - Incorrect Billing
- Telephone
 - Local Company Disputes
 - Incorrect Billing
 - Disconnection of Service
- Electric
 - Incorrect Billing
 - Misapplication of Rules and Regulations
- Water
 - Incorrect Billing
 - Service Quality

Complaints by Utility Type For FY 2006

